








Vico Homes 

Vibrant Communities:
our year in review
2025

Annual Report for customers 2024 / 25



Contents

- 3  Hello and welcome
- 4  How are we doing?
- 5  Creating places to be proud of
 - 6  Maintaining a great home is good but we aim to make them better.
 - 7  And we're making improvements inside and out...
 - 8  When things go wrong...
 - 9  When things get tough, we're here to help.
- 10  Supporting better futures and celebrating vibrant communities
 - 11  Here when you need us
 - 12  Making an impact to be proud of
 - 13  Supporting home ownership
- 14  What's next?

Hello and welcome



What a year it's been! It's the year we introduced you to your new look landlord and our ambitious plans for the future.

At Vico Homes we're about better futures and vibrant communities, creating places we can all be proud of. I hope that, reading through some of our achievements over the past year, this comes across.

We spent more than £1 million a week on improving your homes and making them safer. And there's more of that to come in the future!

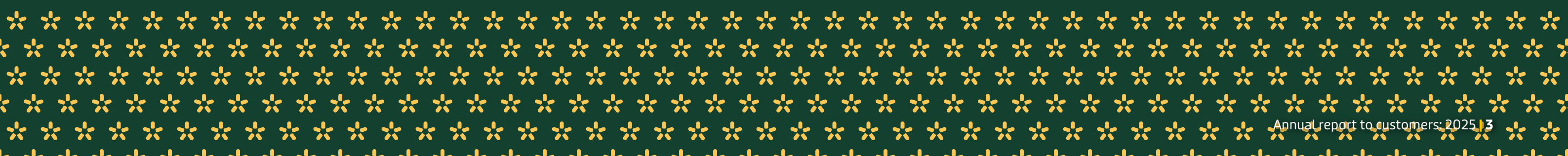
We completed over 110,000 repairs and your feedback showed our repairs service is one of the best in the country. That's something we are very proud of! We know how important a high quality home is.

I won't give it all away on the first page though! Read on to find out more about how we've been supporting you, your neighbours and your community over the last year and how there's much more on the horizon.

Becoming Vico Homes marks the end of 20 years as WDH and the start of an exciting time with big plans and big improvements ahead.

Thanks for your support, the continued commitment of our colleagues and our whole community for the part you all play in making these places to be proud of.

Best wishes,
Martyn
Martyn Shaw, Chief Executive



How are we doing?

Did you know that we are measured against standards set by the Regulator of Social Housing?

The Regulator recently introduced a set of standards to measure all social housing providers so you can see how we're performing and how we compare to others. We use the feedback to help us to improve and understand what matters to you.

The Tenant Satisfaction Measures (TSMs) look at what our customers think about us and the services you get. We use a research company to collect these on our behalf, from more than 2,500 customers, so you can be assured that the data is accurate and impartial.

You'll see the results of your feedback, alongside our performance results throughout the report and more information on our services and activities this year.

We're reviewing the way you can share your feedback with us on the things you care about. Watch this space.



At a glance

87%

of customers are satisfied with the time taken for their last repair.

Up **4%** from 2023 / 2024

85%

Overall customer satisfaction with our service.

Up **2%** from 2023 / 2024

85%

of customers think their rent gives value for money.

Up **2%** from 2023 / 2024

86%

of customers feel we treated them fairly and with respect.

Up **2%** from 2023 / 2024



Creating places to be proud of

Whenever we speak to our customers, you almost always tell us that the most important thing to you is a safe, well maintained home and reliable repairs when you need them.

That's the most important thing to us too and we strive at every opportunity to improve the service you get from us.

How did we do?

- ➔ **105,599** general repairs.
- ➔ **4,657** emergency repairs.
- ➔ **95%** of repairs on the first visit.
- ➔ On average, it took **5.7 days** from you reporting a repair, to us completing it.
- ➔ **98%** of all emergency repairs were responded to within 24 hours.

What did you think?

87% of customers are satisfied with their repairs over the last 12 months.

The same as 2023 / 2024

87% of customer think their home is safe.

The same as 2023 / 2024

What next?

We're improving our systems to make it easier for you to book and track your repairs and to look back at work you've had done in the past.

What did you think?

"I live in a nice bungalow and Vico Homes is quick with repairs. I asked about putting a shed up and they came and had a look and said yes."

Customer



Maintaining a great home is good but we aim to make them better.

Last year we spent £48.2 million improving our homes. That's a lot of improvements, including installing 2,515 brand new boilers.

New boilers are keeping customers toasty in the winter, but also help improve energy efficiency and reduce our carbon footprint. Improvements like these meant that **1,538 more homes reached EPC Band C last year!** This is great for the environment and for your energy bills!

We spent **£7.2 million** last year improving the energy efficiency of our homes.

What next?

We aim for 75% of our homes to be EPC C or above by 2028.

What did you think?

"I've been using the heating differently as I don't have to leave it on as long, while before it was on all day."

"The heating comes on less and the property stays warmer longer."

"Massive improvement in the winter, we weren't using the gas half as much."

Customers



And we're making improvements inside and out...

As well as making sure that you have a great home that feels safe, warm and comfortable, we know that the area around your home has a huge impact on you and your wellbeing. That's why we spent £4.4 million on improving outside spaces on our estates. That's a real investment in vibrant communities!

What else did we do?

We responded to 6,163 reports of nuisance and antisocial behaviour, supporting you and police partners to make our homes and estates safer.

We created and maintained 26 wildflower meadows across our estates to increase wildlife and biodiversity where you live.

**We planted
511 trees.**

What did you think?

76% of customers think we make a positive contribution to their neighbourhood.

Up 1% from 2023 / 2024

97% of customers were satisfied with the way we dealt with their nuisance complaint.

Up 3% from 2023 / 2024

63% of customers are satisfied with our handling of anti-social behaviour.

Up 1% from 2023 / 2024

What next?

We're regenerating a number of estates to provide the homes that are needed and create more vibrant communities.

We're reviewing and improving how we maintain green spaces.



When things go wrong...

We know that we don't always get things right and sometimes our service is less than you expected. When this happens we encourage your feedback and welcome complaints as a way to learn and improve.

How did we do?

- ➔ Last year we had **417 formal complaints**.
- ➔ **116** of these were upheld, where we found that we didn't deliver the high standards we expect.
- ➔ **123** were partially upheld.
- ➔ **129** were not upheld.
- ➔ **49** were withdrawn by the customer.
- ➔ We answered **99.5%** of all the complaints we received within our target 10 working days.

Let us know if something's not right so we can be better.



What did you think?

44% of customers are satisfied with our handling of complaints.

Up 1% from 2023 / 2024

72% of customers reported that they were satisfied that we listen to tenant views and act on them.

Down 2% on 2023 / 2024

What next?

We look at all the feedback we get from customers and find ways we can improve. Here are just a few things we've done following feedback from complaints that will help us be better in future:

- **We took a look at the wording we use in our Homesearch adverts to help customers make the most of their bids.**
- **We've reviewed and improved processes and communication with customers when it comes to work taking place in their homes, installing key safes, mutual exchanges and making sure customers get the information they need from us.**
- **Lots of training has taken place on a range of topics to make sure we are learning and improving at every opportunity.**



When things get tough, we're here to help.

We're proud of the fact that our support goes beyond the front door.

We've invested in your home and giving you a place to thrive and we want to make sure you get to stay there for as long as you want to, so we offer a little extra help when you need it.

Last year our team helped customers with over 20,000 support visits to their homes, we supported over 12,000 cases to relieve the pressure with budget advice, help to access grants and support and offered over 1,000 customers help with their wellbeing or mental health.

How did we do?

- ➔ We awarded **£517,849** to customers through our hardship scheme.
- ➔ We helped customers to submit **2,813** grant applications.
- ➔ We helped customers and residents to access over **£5 million** in grants, funding and financial support.

What next?

We'll be working with partners to strengthen our support to customers.

What did you think?

"The help and support you've given me is invaluable. You've supported me to claim the benefits I'm entitled to, which means I can now pay all my bills... thank you I feel I'm back in control again."

Customer





Supporting better futures and celebrating vibrant communities

We're here to help create better futures and vibrant communities. When it comes to better futures, a big part of that for a lot of people, is getting into work and training. Our teams support customers and communities to do that in lots of ways, from funding training to CV and application support, to supporting schools. Here is a flavour of what we did last year.

How did we do?

- ➔ We supported 1,200 people create their own better futures with training, work placements, apprenticeships and support.
- ➔ We celebrated the best of our communities at our Love Where You Live Awards. 11,232 votes were cast and our winners were crowned.
- ➔ We awarded almost £30,000 to customers to help with training and qualifications.

Oliver Hajba took home the Community Champion award.

He said: "I'm absolutely blown away to have won to be honest, everyone who was nominated alongside me was so deserving. I'm just really grateful."

It's been such a difficult year for us all so to be nominated and then to win these awards, to get the recognition after all the blood, sweat and tears is just lovely. The response from the community has been so lovely, I think they wanted to see the community centre back just as much as we did."





Here when you need us

Now all of that extra support doesn't mean a thing if you can't get in touch when you need us. That's why we've got teams on hand 24 hours a day, seven days a week, all year round.

Our 24/7 contact centres answered over half a million calls last year, from customers who needed help, advice and support.

How did we do?

- ➔ As well as the calls to our contact centres (our Customer Experience Team and Care Link), we welcomed **23,450** visitors to our Hubs.
- ➔ Care Link supported **4,470** people who needed emergency help.
- ➔ We helped **3,105** customers back to their feet after a fall, saving ambulance resources and helping our NHS.
- ➔ We responded to **100%** of enquiries within seven days.
- ➔ We acknowledged all social media contact, requiring a response, within one day.

What did you think?

94% of customers are satisfied with our contact centre.

Up 1% from 2023 / 2024.

What next?

We're improving the way you contact us, with more options to get in touch, get the information you need and view your account online. A new and improved account was launched which lets you manage your tenancy at your fingertips!

What did you think?

"They are fantastic. The team who respond to my Mum and ring me are always very professional, they're lovely, kind and caring. I just can't fault them. Care Link has made such a difference since we put it in for my Mum. I know any time of day if my Mum presses the pendant there will be someone there and that's peace of mind for our family."

Customer





Making an impact to be proud of

We own more than 32,000 homes across the north of England, but with thousands more people looking for a place to call home, we know how crucial it is to offer homes as quickly and easily as possible. That's where our Homesearch service comes in. All of our homes for rent are advertised on Homesearch weekly for registered users to express interest.

How did we do?

- ➔ We advertised **1,694** homes and an average of **158 bids were placed on each one!** Clearly more homes are needed.
- ➔ We helped **1,789** people to find a new home to rent.
- ➔ We supported **402** households to prepare for living in their first home.

What did you think?

87% of customers were satisfied with the Homesearch application process.
Up 1% on 2023 / 2024.

What next?

We have a plan to provide 1,500 new homes across our communities by 2028.





Supporting home ownership

As well as improving our existing homes, we're working hard to provide more homes for people who need them. This includes new homes for rent and sale through shared ownership. Offering homes for sale means we can generate more money to invest in our existing homes and communities.

How did we do?

- ➔ We built or acquired 106 homes for shared ownership.
- ➔ We helped **188 people** get onto the property ladder using the shared ownership scheme.
- ➔ We helped **20 people** buy more shares in their home, all 20 of them staircased to 100% to fully own their home.

What did you think?

Anna, a shared owner in Beverley, said:

"The process was smooth from start to finish and I was guided through everything, even with the mortgage application. I've already recommended shared ownership to my friends and if you're thinking about it, I would say do it. I pay a similar amount to when I was renting, but with shared ownership I have some equity and the freedom to make my home my own."



What's next?

Here's what you can expect from our Plans for the Future.



➔ We're investing in homes across all our communities to keep them safe, energy efficient and high quality places to live.

➔ We're focused on maintaining our G1, V1 rating from the Regulator of Social Housing and achieving a C1 rating. These ratings measure us on governance, our finances and the customer experience we provide.

➔ We'll use technology to improve experiences for customers and achieve high customer satisfaction rates.

➔ We'll be looking for opportunities to build more homes in more places.



Vico Homes, Merefield House, Whistler Drive, Castleford, WF10 5HX



This document is also available electronically at vicohomes.co.uk



This document is also available in other formats on request.



0345 8 507 507 - Text Relay calls welcome. Calls may be recorded for training purposes.



contact@vicohomes.co.uk

Vico Homes Limited

A charitable Community Benefit Society registered under the Co-operative and Community Benefit Societies Act 2014. Register Number: 7530

Registered Office:
Merefield House
Whistler Drive
Castleford
WF10 5HX

Struggling to read this information?

Let us know if you would like this document in another format, size or language. Please call us on 0345 8 507 507 or email contact@vicohomes.co.uk

The information in this publication was correct at the time of publishing and every attempt was made to ensure its accuracy.

However, it may contain certain statements, expectations, statistics, projections and other information that are or may be forward-looking. By their nature, forward-looking statements involve risk and uncertainty because they relate to events and depend on circumstances that may occur in the future.

They reflect Vico Homes' current view and no assurance can be given that they will prove to be correct.